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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ASSOCIATE POWER OF ATTORNEY

2

Applicant: Paul Frazier

Serial No.: 09/773,085

Group Art Unit: 2162

Filed: January 31, 2001

Exam:

For: INTEGRATED IVR/WEB DATA GATHERING PROCESS AND METHOD

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Assistant Commissioner for Patents
Washington, D.C. 20231

FEB 05 2002

Technology Center 2100

Dear Sir:

I hereby appoint: Mitchell L. Crain, Reg. No. 37,299 also of the firm of SHUGHART, THOMSON & KILROY, P.C., whose post office address is 120 West 12th Street, Kansas City, Missouri 64105, as my associate attorney in the above-entitled application, to prosecute this application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please continue to address all future communications to SHUGHART, THOMSON & KILROY, P.C.

Respectfully submitted,

By [signature]

Kent R. Erickson
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Serial No.09/773,085

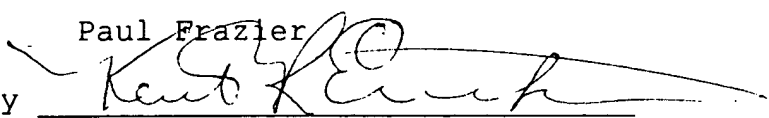


CERTIFICATE OF MAILING

I hereby certify that this Associate Power of Attorney for application Serial No.09/773,085 filed January 31, 2001, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on December 19, 2001.

Paul Frazier

By


Kent R. Erickson

December 19, 2001

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